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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2155

Applicant : Michel Burger et al.

Art Unit : Unknown

Serial No. : 09/809,677

Examiner : Unknown

Filed : March 15, 2001

Title : ESTABLISHING COMMUNICATION BETWEEN A REMOTE AGENT AND
AN END-USER

RECEIVED

Attention: Official Draftsman

Commissioner for Patents

Washington, D.C. 20231

APR 11 2002

Technology Center 2100

TRANSMITTAL OF FORMAL DRAWINGS

Please substitute the enclosed two (2) sheets of formal drawings for the corresponding drawings presently in the application.

Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: November 6, 2001

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I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, Washington, D.C. 20231.

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